

# EXHIBIT C

## EXCEPTION/SEND AGAIN

Customer's Package/Shipment was delayed due to:

Code	Date/Time	Emp. No.	Rte.	Change Service	Reroute To	COSMOS Update Time	Customer Contact Date/Time	Circle One *(S/R)	Comments
03	4/6 218639	260		<input type="checkbox"/>	<input type="checkbox"/>			S/R	Moved
				<input type="checkbox"/>	<input type="checkbox"/>			S/R	04/09-14
				<input type="checkbox"/>	<input type="checkbox"/>			S/R	MSG on J shipper
				<input type="checkbox"/>	<input type="checkbox"/>			S/R	Machine

The code most applicable to the incomplete delivery should be used. The following is a list of the most commonly used code numbers and their explanations to help understand the reason for interrupted delivery of service. See question 10.

### CODE EXPLANATION

- 3 Incorrect address
- 5 Unable to locate
- 7 Pkg. refused by recipient
- 8 Not in/Business Closed

### CODE EXPLANATION

- 14 Return to Shipper
- 17 Future Delivery
- 42 Holiday - Closed
- 50 Improper Int'l Paperwork

\* S = Shipper, R = Recipient

POD MUST BE OBTAINED WHEN DELIVERY IS COMPLETED.

# Knobbe Martens Olson & Bear LLP

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April 2, 2001

**VIA FEDERAL EXPRESS**

Adolf Quintana  
8611 Villa Point #1221  
Orlando, FL 32810

Re: U.S. Patent Applications filed December 1, 2000  
SYSTEMS AND METHODS OF ON-LINE BOOKING OF CRUISES  
SYSTEMS AND METHODS OF COMPARING PRODUCT INFORMATION  
SYSTEMS AND METHODS OF DISPLAYING CRUISE LINE PRICING  
DATA  
SYSTEMS AND METHODS OF MAINTAINING CLIENT RELATIONSHIPS  
SYSTEMS AND METHODS OF MATCHING CUSTOMER PREFERENCES  
WITH AVAILABLE OPTIONS  
Our Ref. Nos.: TRAVL9.002A/017A/018A/019A/020A

Dear Adolf:

This letter is in follow-up to our letter dated December 13, 2000 (copy enclosed) which included a copy of the above-identified patent applications along with their corresponding Declarations and Assignments. As of this date, we have not received from you the signed Declarations and Assignments; thus, we have included additional copies for your review. At your earliest convenience, please sign and date the Declarations and Assignments as per the instructions in our previous letter and return them to our office in the Federal Express envelope we have provided.

If you have any questions or concerns, please email me at [JBEAR@KMOB.COM](mailto:JBEAR@KMOB.COM) or feel free give us a call.

Very truly yours,



James B. Bear

Enclosures

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